

CITY OF BURBANK

TRANSPORTATION SCHEDULER

DEFINITION

Under direction, to perform a variety of responsible tasks in scheduling and coordinating services as they relate to the Transportation Services Programs; and to do related work as required.

ESSENTIAL FUNCTIONS

Receives requests for service over the telephone from clients; schedules and assigns routes to Transportation Services Drivers for efficient service delivery; maintains program records and statistics; checks and records information on records; greets the public in-person and over the telephone; responds to routine procedural and directional inquiries and refers to proper source of information if necessary; assists public at the counter and completes and processes various forms; accepts money and issues receipts for fees; prepares and balances reports of receipts; operates calculator, word processor, and other office equipment; advises authorities as to health or related problems of clients; renders routine first aid when needed; operates City transit vehicles as required.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – current department transportation programs; streets, distance, and time traveled within and about the City; modern office methods, procedures, and equipment; English usage, spelling, grammar, and punctuation; basic arithmetic; basic principles of customer service.
- Skill in – communicating with people of all ages, economic, and cultural backgrounds.
- Ability to - effectively dispatch and relay information over the radio; organize and maintain record keeping systems; properly maintain drivers' schedules; understand and interpret written material; operate a variety of office equipment, including word processor and computer terminal; accurately make cash transactions; work independently and exercise judgment and initiative in performing assigned duties; communicate effectively, both orally and in writing; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: One year of scheduling and dispatching experience for a transportation service.

License & Certificates: A valid California Class "B" driver's license or equivalent is required at time of appointment; an American Red Cross Standard First Aid and CPR certificate are required within three months of appointment.

SUPPLEMENTAL INFORMATION

Desirable qualifications: Ability to communicate in a second language.